

Rehoboth Beach

9-1-1 Communications Center

The Rehoboth Beach 9-1-1 Communications Center provides 24/7 9-1-1 and emergency communications services to the City of Rehoboth Beach Police and the surrounding area encompassing the 21 square mile Rehoboth Beach Volunteer Fire Company jurisdiction. Serving a total population of 21,700 residents and over 10,000,000 visitors each year.

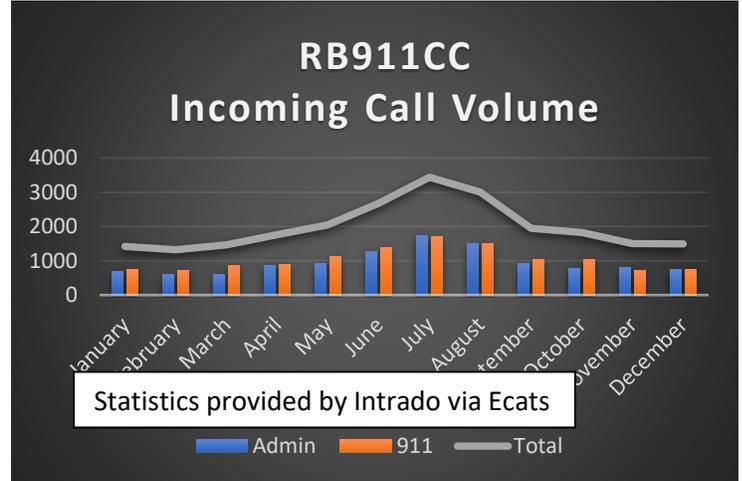
To accomplish this the Rehoboth Beach 9-1-1 Communications Center operates within the Rehoboth Beach Police Department building under the direction of the Chief of the Rehoboth Beach Police Department and an Emergency Communications Manager. Utilizing the INTRADO 9-1-1 phone system, Verint recording software, Ring Central VOIP administrative lines, Motorola Centracom Elite Radio System, and Tyler Technologies Enterprise CAD.

The 9-1-1 center is authorized for 13 full-time Communications Specialists and is currently staffed with twelve full-time employees consisting of one Communications Specialist I, five Communications Specialists, one Communications Specialist Trainee, four Communications Specialist IIs, which act as shift supervisors, and one Emergency Communications Manager that oversees all 9-1-1 center operations. There is currently one Communications Specialist vacancy.

The Rehoboth Beach 9-1-1 Communications Center was recognized by the International Academy of Emergency Dispatch as the 79th Emergency Medical Accredited Center of Excellence in the world on April 1, 2003. In 2019 the communication center received accreditation in both Emergency Police and Fire Dispatch and was recognized as the 17th Tri-ACE in the world, and the first in the State of Delaware, and was reaccredited in 2025 for the third consecutive time.

Call Volume

In 2025 the Rehoboth Beach 9-1-1 Communications Center processed 11,688 incoming 911 calls, and 12,481 non-emergency calls for a total of 24,223 incoming calls. The communications center processed and/or dispatched a total of 16,116 incidents consisting of 3,779 police incidents, 4,316 traffic stops, and 2,255 9-1-1 Disconnects for a total of 10,486 police type complaints. As well as 4,729 EMS incidents of which 68 were ECHO level cardiac arrests, and 901 fire incidents.



2025 Accomplishments

In 2025 the Rehoboth Beach 9-1-1 Communications Center accomplished several major goals. Including training two Communications Specialists and hiring one additional Communications Specialist. To aid in the recruitment process we implemented a new online critical test through the test genius system. This allows us to test candidates remotely and speeding our hiring process up.

Successfully re-accredited as an Emergency Medical, Fire, and Police Center of Excellence maintain our TRI-ACE status with the International Academy of Emergency Dispatch. The accreditation team gathered and submitted proofs for 20 standards required by the IAED for each discipline covering policy and procedures and quality assurance and review.

Staffing and Training

In 2025 we remained fully staff through September and successfully filled one of two open positions in December. The remaining open position is expected to be filled in the first quarter 2026.

Our training program is led by our dedicated certified training officers, whose expertise, commitment, and guidance ensured the success of these employees' onboarding and skill development during the six month training process. Their exceptional work has contributed greatly to our center's growth and ability to expand our team without compromising the quality of training.

2026 Goals

In 2026 the Rehoboth Beach 9-1-1 Communications Center has set goals to further the efficiency and effectiveness of the communications center. These goals include continuing the process for updating and reviewing policies and procedures by the Communications Specialist IIs. The communications center will continue as always to provide continuing education and advanced training opportunities to the Communications Specialists to meet the needs of certification and recertification as well as the expansion of their individual knowledge of emergency communications.

Summary

The Rehoboth Beach 9-1-1 Communications Center seeks to provide the most effective access to the 9-1-1 system and emergency communications possible to the citizens, visitors, and emergency agencies in Rehoboth Beach. To achieve this the communications center continually invests in the Communications Specialists and equipment operating in the 9-1-1 Communications Center. As well as setting and achieving goals based on the operational needs of the center and the agencies we support to protect lives and safety, stabilize emergency and non-emergency incidents, and conserve property.

